



GEORGIA DEPARTMENT OF AGRICULTURE

JOB ANNOUNCEMENT

Gary W. Black, Commissioner

- Leave Benefits
- Insurance
- Paid Holidays
- Retirement

JOB TITLE:	PS: BUSINESS ANALYST (SP) [FORMERLY BUSINESS SYSTEMS ANALYST]
POSITION NUMBER:	00052668
LOCATION:	ADMINISTRATION DIVISION, IT ADMINISTRATION, ATLANTA
POSTING DATE:	MARCH 11, 2014
APPLICATION DEADLINE:	MARCH 18, 2014
WHO MAY APPLY:	ALL QUALIFIED APPLICANTS
PAY GRADE:	18
ENTRY SALARY:	\$3,940.02/MONTH

DESCRIPTION OF DUTIES: Analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Establishes standards and procedures to be used in the development of systems. Supervises and plans work of assigned staff.

- 1) Consults with customers in the planning, analysis and design of systems and enhancements to existing systems.
- 2) Coordinates or participates in the implementation, conversion and documentation to existing systems.
- 3) Researches and analyzes system/user problems by applying a variety of analytical and research techniques. Recommends suitable solutions
- 4) Develops or participates in the establishment of standards and procedures to be used in the development of systems.
- 5) Serves as a technical expert and provides technical assistance in area(s) of expertise to lower level departmental staff. Conducts training sessions. May provide technical expertise to other analysts.
- 6) Determines requirements, design, and produces customized reports and other documents.
- 7) Maintains a high performance environment characterized by positive leadership and a strong team orientation by serving as a team lead on specific projects.
- 8) Oversees special projects with significant impact on the agency. Represents agency on interagency teams.
- 9) Participates in the development of system tasks, project schedules, and action item lists for application development, maintenance or enhancement.
- 10) Participates in evaluation of new technologies or solutions to improve service and efficiency of systems.
- 11) Develops and conducts training programs for software/hardware users. Develops and analyzes test scripts for training sessions.
- 12) Maintains knowledge of current trends and developments in the field and applies pertinent new knowledge to performance of other responsibilities.
- 13) Interacts with all levels of state personnel in a way that promotes respect, encourages cooperation, and contributes to excellent performance.
- 14) Monitors vendor activities during service delivery and provides technical assistance; and also monitors normal operations after completion of service and troubleshoots and resolves communication problems.
- 15) Troubleshoots end-user problems.
- 16) Provides management information system user support on a continuing basis either by phone or site visits.
- 17) Installs and maintains personal computer hardware and software.

- 18) Assess when hardware and software need to be upgraded and make appropriate patches in a timely manner.
- 19) Coordinates the preparation of bid specifications for required purchases (e.g. computers, routers, software (email, firewall, backup) and a variety of parts, supplies, etc.) for the purpose of maintaining availability of required items and completing jobs efficiently.
- 20) Designs computer networks, physical and logical network infrastructures, servers, etc. (e.g. Internet, Intranet, web mail, FTP servers, etc.) for the purpose of ensuring effective and efficient operating systems.
- 21) Installs computer equipment, network (client and server) software and hardware on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining equipment and software.
- 22) Maintains network operations, computer hardware, and/or software applications (e.g. servers (file, print, application, WEB, database, proxy, etc.), operating systems, etc.) for the purpose of ensuring efficient operations.

MINIMUM QUALIFICATIONS:

Bachelor's degree in a related field AND **two** years in a supervisory position

OR

Associate's degree in a related field AND **three** years of related experience with at least **two** years in a supervisory position

OR

Two years at the lower level or equivalent

PREFERRED QUALIFICATIONS: *Preference will be given to applicants, who, in addition to meeting the Minimum Qualifications, possess knowledge, skills and abilities in the following areas:*

- Knowledge of networking protocols for Cisco, switches, telepresence and VM Ware
- Ability to interact with LANs and WAN vendors
- Knowledge of LAN and WAN products and protocols

Technical Competencies Needed:

- 1. Ability to research, analyze information and make recommendations**
- 2. Ability to determine function needs and system requirements**
- 3. Ability to develop solutions based on analysis**
- 4. Ability to evaluate existing systems and understand their structure and component parts**
- 5. Ability to prepare models, diagrams and layouts**
- 6. Knowledge of operational procedures**
- 7. Ability to oversee multiple complex projects**
- 8. Ability to supervise and delegate assignments**

HOW TO APPLY: (We accept applications and/or resumes by either transmission listed below.)

- Mail a completed State of Georgia application and/or resume to Georgia Department of Agriculture, Personnel Office, Room 300, Agriculture Building, 19 Martin Luther King, Jr. Drive, S.W., Atlanta, Georgia 30334;
- Fax a completed State of Georgia application and/or resume to Daphne Hanna at (404) 463-8196;
- E-mail a completed State of Georgia application and/or resume to GDAPersonnel@agr.georgia.gov.

PLEASE REFERENCE THE JOB TITLE AND POSITION NUMBER WHEN APPLYING.

ALL QUALIFIED APPLICANTS WILL BE CONSIDERED, BUT MAY NOT NECESSARILY RECEIVE AN INTERVIEW.

NO NOTIFICATION WILL BE SENT TO APPLICANTS EXCEPT THOSE WHO ARE SELECTED FOR INTERVIEWS.

**AN EQUAL OPPORTUNITY EMPLOYER
IF YOU NEED AN ACCOMMODATION FOR AN INTERVIEW,
PLEASE CONTACT THE PERSONNEL OFFICE AT (404) 656-3615.**